

Shipping policy

2023-05-26

All orders are processed within 1 to 7 business days (excluding weekends and holidays) after receiving your order confirmation email. You will receive another notification when your order has shipped.

Domestic Shipping Rates and Estimates

For calculated shipping rates: Shipping charges for your order will be calculated and displayed at checkout.

For simple flat rate shipping: We offer EUR flat rate shipping to Ireland, Poland, UK, Bulgaria.

Local delivery

Free local delivery is available for orders over EUR 10 000. Deliveries are made from 9 am on Monday - Sunday. We will contact you via text message with the phone number you provided at checkout to notify you on the day of our arrival.

In-store pickup

You can skip the shipping fees with free local pickup in Poland, Ireland, Bulgaria. After placing your order and selecting local pickup at checkout, your order will be prepared and ready for pick up within 1 to 7 business days. We will send you an email when your order is ready along with instructions.

Our in-store pickup hours are 9 am - 5 pm on Monday - Friday. Please have your order confirmation email with you when you come.

International Shipping

We offer international shipping.

At this time, we do not ship to Russia, Ukraine, Belarus.

Shipping charges for your order will be calculated and displayed at checkout.

Your order may be subject to import duties and taxes (including VAT), which are incurred once a shipment reaches your destination country. FruitLine is not responsible for these charges if they are applied and are your responsibility as the customer.

How do I check the status of my order?

When your order has shipped, you will receive an email notification from us which will include a tracking number you can use to check its status. Please allow 48 hours for the tracking information to become available.

If you haven't received your order within 5 days of receiving your shipping confirmation email, please contact us at support@nova-vogue.uk with your name and order number, and we will look into it for you.

Shipping to P.O. boxes

Some carriers have limitations around shipping to P.O. Boxes. If one of our carriers falls into this group, we should look up their policy and communicate it to our customers.

Refunds, returns, and exchanges

We accept returns up to 14 days after delivery if the item is unused and in its original condition, and we will refund the full order amount minus the shipping costs for the return.

In the event that your order arrives damaged in any way, please email us as soon as possible with your order number and a photo of the item's condition. We address these on a case-by-case basis but will try our best to work towards a satisfactory solution.

If you have any further questions, please don't hesitate to contact us at support@nova-vogue.uk